

## Hurricane Help for the DIMHRS (Pers/Pay) JPMO Team Specifically for Military and Government Personnel



### **Military Emergency Leave:**

Check with your Commanding Officer, however the following policy outlines Emergency Leave: When competent authority that is objective and reliable (e.g., Commands upon notice from Family Support Groups; or Military Services upon notice from sources such as MILITARY ONESOURCE; or American Red Cross) advises a military organization (e.g., a deployed unit) that a severe hardship would be created if the member does not return to the location of a family member, that military organization normally would authorize emergency leave (consistent with current operational requirements).

Emergency Leave is chargeable as leave, but allows transportation expenses to be absorbed by the military. Such leave would stipulate areas or conditions wherein travel is not authorized (e.g., within a geographical area during a particular period). Travel to the areas directly affected by Hurricane Katrina is strongly discouraged. Many factors presently inhibit travel, including transportation infrastructures. Moreover, local law enforcement often must deny access owing to safety or security concerns. Travelers must plan accordingly.

### **Red Cross and Counseling Services:**

Any military members or families in need of counseling services or Red Cross Armed Forces Emergency Service Centers may call the Military OneSource number below or visit their website [www.militaryonesource.com](http://www.militaryonesource.com). Military Onesource: 1-800-342-9647

### **Identification Card Support To Those Affected By Hurricane Katrina:**

Many Service members and other eligible Common Access Card (CAC) recipients have been effected by Hurricane Katrina and find themselves without identification and no way to provide required documentation for the re-issuance of credentials. To support those affected by the hurricane, the following guidance for the issuance of replacement cards is in place until further notice.

A card will be issued to a member or eligible recipient without identification under the following guidelines:

- A member or eligible recipient will provide his/her Social Security Number and two other identifying pieces of information that can be verified in his/her Defense Enrollment Eligibility Reporting system (DEERS) record (address, name of spouse, dependents birth dates, etc.)
- The fingerprint will be verified and if possible, the photo will be pulled to verify biometrics.
- If the fingerprint cannot be verified, a temporary card will be issued, not to exceed 90 days.
- The member or eligible recipient must have an address that matches the affected areas (Louisiana, Mississippi, Alabama, Florida) or some other reasonable explanation as to why Katrina left the member without his or her identifying documents.

### **ARMY TELEPHONE HELPLINE: 1-800-833-6622**

Soldiers, spouses, family members and all members of the Army Family who need assistance because of Hurricane Katrina should email the Well-Being Liaison Office at [katrina.relief@us.army.mil](mailto:katrina.relief@us.army.mil), or call the number above. For additional information, please visit the Army Hurricane Katrina website at <http://www.army.mil/katrina/index.html>.

### **ARMY NATIONAL GUARD HELPLINE: 1-888-777-7731**

Families of Deployed Army National Guard Soldiers affected by Hurricane Katrina can call the number above and identify yourselves so that we may inform deployed Guardsmen of your situation.

### **NAVY TELEPHONE HELPLINE: 1-877-414-5358**

This line will be staffed 24 hours by active duty Navy volunteers and will have connectivity with Navy, FEMA and other government agencies. They will try their very best to answer questions regarding the status of Navy family members, but please be aware that communication in the region is still inconsistent.

### **AIR FORCE TELEPHONE HELPLINE: 1-800-435-9941**

This line is intended for Air Force or military, DOD, government audiences only. It contains information for Hurricane Katrina Entitlements; Evacuation Allowances; Questions & Answers for Evacuation.

EVACUEE NOTICE: (Source: <http://www.keesler.af.mil/Hurricane/Information/Update31Aug.asp>)

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All [Air Force] military and civilian personnel who are not mission essential that evacuated are ordered to remain at their Safe Haven location. Repeat, all military and civilian personnel who are not mission essential that evacuated are ordered to remain at their Safe Haven location. However, a one-time move to an alternate location closer to family is authorized per 81st TRW/CC. Personnel should contact their unit control center upon arrival at their alternate location.

### **Marine Corps ONESOURCE HELPLINE: 1-800-342-9647**

Military One Source is running the hotline. They are providing assistance to callers as required and are forwarding request for the status of effected service members to MARFORRES Headquarters at their new location aboard MOBCOM Kansas City. For additional information, please visit the Marine Corps Hurricane Katrina website: <http://www.marines.mil/marinelink/mcn2000.nsf/HurricaneRelief>. Initial Information and Guidance for Marines and Civilian Employees and Other Service Personnel Assigned to USMC Commands Affected By Hurricane Katrina: [MARADMIN 410/05](#)

### **Government Civilian:**

The **Officer of Personnel Management** has issued an excused absence to employees affected by Katrina to deal with the immediate emergency. Your local HR manager will make determinations as the extent of the emergency is known. The President has directed OPM to establish an emergency leave transfer program to assist employees who require additional leave time to deal with this tragedy. More details on benefits from the OPM is available at: <http://www.opm.gov/katrina>. Military personnel should follow the direction of their commanding officer.

### **Specific Information for DON Personnel:**

Guidance will be forthcoming on various entitlements and benefits that will be afforded DON civilians impacted by hurricane Katrina. Here is a heads-up on some of the initiatives we are working and have implemented.

CNI has been designated as the executive agent for Navy for evacuation entitlements. Accordingly they will prepare, process and pay travel orders for allowable expenses for all military members, dependents, DON civilians and dependents who were evacuated from the hurricane Katrina impacted areas. Please pass this information along to your leadership, especially your comptrollers.

As you may be aware, a toll free hotline has been established that employees can call to request assistance and information. That number is **1-877-414-5358**. This one number should be used for all civilians and military. If the caller requests travel assistance or orders, they will be connected with the CNI Travel Processing Center personnel who will get the required information from the caller. Travel orders will be prepared and any allowable advances requested will be deposited by EFT into the callers bank.

Most of the impacted financial institutions now have their back-up sites in operation. FEMA is deploying portable ATMs in the affected areas. We also have the ability to issue limited amounts of cash advances. Currently that capability is limited to the Construction Battalion Center (CBC) in Gulfport, MS. We hope to have it available at NAS JRB New Orleans shortly.

Any questions you have relative to the travel order process can be directed to Mr. Bill Ashton, PASS Program Manager here at CNI at 202-433-4320 or by email at [william.ashton@navy.mil](mailto:william.ashton@navy.mil) <<mailto:william.ashton@navy.mil>>. Any financial/comptroller questions can be directed to Ms. Nancy Brown, Deputy Comptroller at CNI at 202-433-3962 or [nancy.brown@navy.mil](mailto:nancy.brown@navy.mil) <<mailto:nancy.brown@navy.mil>>. Again, this process applies to all Navy—not just CNI. Marine Corps has its own processes and procedures in place.

Additional information and guidance can be found on the OCHR website at [www.donr.navy.mil](http://www.donr.navy.mil) <<http://www.donr.navy.mil>>, the CPMS website at [www.cpms.osd.mil](http://www.cpms.osd.mil) <<http://www.cpms.osd.mil>> and the CNI website at [www.cni.navy.mil](http://www.cni.navy.mil) <<http://www.cni.navy.mil>>.

Specific civilian personnel entitlement and flexibility questions should continue to be directed to OCHR. For more information, contact John J. Soto, Director, Total Force Manpower, Commander, Naval Installations. Phone: (202) 433-4989 DSN 288, Fax: (202) 433-2389, Mobile: (571) 643-9260.